

What is claimed is:

1. A method for pre-searching error solutions, comprising:
parsing a customer-generated error report to extract a plurality of keywords;
assembling a query using the attributes and the keywords as selection criteria;
submitting the query to a software solution database;
collecting solutions returned from the software solution database in response to the submitted query;
sorting the collected solutions based on a sort preference; and
formatting the sorted solutions for display.
2. The method of claim 1, wherein said error report is received over a network from a customer.
3. The method of claim 1, wherein said error report includes a plurality of software component attributes.
4. The method of claim 1, wherein the error report contains an error summary field that is parsed to extract the plurality of keywords.
5. The method of claim 1, wherein the sort preference is the number of keywords found in each solution.
6. The method of claim 1, wherein the sort preference is a popularity value of each solution, said popularity value indicating number of times a solution has been returned from the software solution database.
7. The method of claim 1, wherein the query is directed to a message table and a notes table within the software solution database.
8. The method of claim 7, wherein the solutions comprise messages obtained from the message table and notes obtained from the notes table.
9. A machine-readable medium having stored thereon a plurality of instructions for pre-searching error solutions, the plurality of instructions comprising instructions to:

receive over a network a customer-generated error report including a plurality of software component attributes;

parse the error report to extract a plurality of keywords;

assemble a query using the attributes and the keywords as selection criteria;

submit the query to a software solution database;

collect solutions returned from the software solution database in response to the submitted query;

sort the collected solutions based on a sort preference; and

format the sorted solutions for display.

10. The machine-readable medium of claim 9, wherein the error report contains an error summary field and the plurality of instructions comprise instructions to parse the summary field to extract the plurality of keywords.

11. The machine-readable medium of claim 9, wherein the sort preference is the number of keywords found in each solution.

12. The machine-readable medium of claim 9, wherein the plurality of instructions comprise instructions to direct the query to a message table and a notes table within the software solution database.

13. A computer system, including:

a processor coupled to a network;

a solutions storage repository coupled to the processor;

a memory coupled to the processor the memory containing a plurality of instructions to implement a method for pre-searching error solutions, the method comprising:

 parsing a customer-generated error report to extract a plurality of keywords;

 assembling a query using the attributes and the keywords as selection criteria;

 submitting the query to a software solution database;

 collecting solutions returned from the software solution database in response to the submitted query;

 sorting the collected solutions based on a sort preference; and

formatting the sorted solutions for display.

14. The computer system of claim 13, wherein said error report is received over a network from a customer.

15. The computer system of claim 13, wherein said error report includes a plurality of software component attributes.